TerraGuard

SECURITY LTD.

EMPLOYEE HANDBOOK

BRITISH COLUMBIA EDITION

INTEGRITY • VIGILANCE • PROFESSIONALISM

PROTECTING PEOPLE. SECURING TOMORROW.

HANDBOOK PURPOSE & CONTENTS

British Columbia Edition

1 Purpose of this Handbook

- This handbook summarizes key employment, safety, conduct, and operating expectations for TerraGuard Security Ltd. employees in British Columbia.
- It applies to full-time, part-time, casual, temporary, and probationary employees unless a written agreement states otherwise.
- This handbook is a guide and does not create a fixed-term contract or guarantee of hours, assignments, or continued employment.
- Applicable legislation, client site rules, employment agreements, and company directives prevail where they provide greater rights or more specific requirements.
- The company may revise this handbook as operations, client requirements, or legal obligations change.

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3 Document Control

- Version: British Columbia Edition
- Company: TerraGuard Security Ltd.
- Applies to security guard and mobile patrol operations in B.C.
- Questions should be directed to management or the designated operations supervisor.

COMPANY OVERVIEW & VALUES

Who We Are

TerraGuard Security Ltd. provides licensed security guard and mobile patrol services in British Columbia, including site security, property checks, access control, alarm response, customer service, and incident reporting.

Mission

To protect people, property, and reputation through professional, lawful, and dependable security services.

Core Values

- **Integrity** — we act honestly, ethically, and lawfully.
- **Vigilance** — we stay alert, observant, and prepared.
- **Professionalism** — we communicate respectfully and maintain high standards.
- **Accountability** — we take ownership of our conduct, reports, and decisions.
- **Service** — we support clients, visitors, and coworkers with courtesy and confidence.

Equal Opportunity, Human Rights & Accommodation

- TerraGuard is committed to a workplace free from discrimination and harassment.
- Employment decisions are made without unlawful discrimination on protected grounds recognized by the B.C. Human Rights Code.
- Reasonable accommodation will be considered for employees to the point of undue hardship.
- Employees must treat coworkers, clients, tenants, customers, and members of the public with dignity and respect.

Respectful Workplace

- Bullying, harassment, threats, retaliation, and abusive conduct are prohibited.
- Concerns should be reported promptly to a supervisor or management.
- All complaints will be reviewed in a fair, timely, and respectful manner.

EMPLOYMENT REQUIREMENTS & PROFESSIONAL CONDUCT

EMPLOYMENT REQUIREMENTS

- Employees must be legally entitled to work in Canada and must provide accurate hiring documentation.
- Security personnel must maintain a valid B.C. security worker licence for the role they perform.
- Employees assigned to first aid duties or special sites must maintain required certifications, including Occupational First Aid where applicable.
- Employees must immediately report any licence suspension, criminal charge, court condition, medical limitation, or other issue that may affect their fitness or eligibility to work.
- New employees are subject to orientation and an introductory period, typically the first 90 days of employment.

CODE OF CONDUCT

- Be punctual, reliable, and fit for duty.
- Follow lawful instructions, post orders, company policies, and site-specific procedures.
- Conduct yourself honestly and professionally at all times.
- Do not falsify reports, timesheets, patrol records, or client documentation.
- Maintain a respectful tone in person, by radio, by phone, and in writing.

CONFIDENTIALITY, PRIVACY & CONFLICT OF INTEREST

- Protect confidential company, client, and site information.
- Do not share incident details, photos, videos, passwords, or access codes except for authorized business purposes.
- Personal information must be handled in accordance with privacy obligations and company policy.
- Employees must avoid real or perceived conflicts of interest and disclose outside activities that could affect impartiality or performance.
- Gifts, gratuities, or benefits that may influence duties must not be accepted without approval.

MEDIA & SOCIAL MEDIA

- Only authorized representatives may speak to the media or post official company statements.
- Do not publish confidential client or site content online.
- Online conduct must not damage the company's reputation or compromise safety.

HOURS, SCHEDULING, PAY & LEAVE

SCHEDULING & ATTENDANCE

- Employees are expected to report on time, in uniform, and ready to work for all scheduled shifts.
- Absences, lateness, or inability to complete a shift must be reported to supervision as early as possible.
- Shift trades, extra shifts, and schedule changes require management approval.

HOURS OF WORK & BREAKS

- Standard hours are generally 8 hours in a day and 40 hours in a week unless otherwise scheduled.
- A 30-minute unpaid meal break must be provided when an employee works more than 5 consecutive hours; it is paid if the employee must remain available for duty.
- Employees should receive at least 8 hours free between shifts and at least 32 consecutive hours free from work each week, subject to operational emergencies.
- Employees who report as scheduled are entitled to minimum daily pay in accordance with B.C. law.

OVERTIME & TRAVEL TIME

- Overtime must be authorized unless an emergency requires immediate action.
- Overtime rates generally apply after more than 8 hours in a day or 40 hours in a week, and double time applies after more than 12 hours in a day unless an exception applies.
- Travel between worksites during the workday is paid time; normal commuting to the first worksite is not.

PAYROLL, VACATION & STATUTORY HOLIDAYS

- Employees will be paid in accordance with company payroll procedures and applicable deductions.
- Vacation entitlement will meet or exceed B.C. minimum standards: at least 2 weeks and 4% vacation pay after 1 year, and at least 3 weeks and 6% vacation pay after 5 years.
- Statutory holiday eligibility and pay are provided in accordance with the Employment Standards Act.

SICK LEAVE & OTHER LEAVES

- After 90 days of employment, eligible employees are entitled to up to 5 paid sick days per year and 3 unpaid sick days for personal illness or injury, as required by B.C. law.
- Employees may also be entitled to pregnancy, parental, bereavement, jury duty, family responsibility, critical illness, domestic or sexual violence, and other protected leaves as set out in legislation.

UNIFORMS, EQUIPMENT & VEHICLES

UNIFORM & GROOMING STANDARDS

- Uniforms must be clean, complete, and worn as directed.
- Company or client ID must be carried and displayed when required.
- Footwear and outerwear must be safe, professional, and suitable for the assignment and weather.
- Employees must maintain a neat, professional appearance.

ISSUED EQUIPMENT

- Employees may be issued radios, flashlights, keys, access cards, mobile phones, notebooks, or other equipment.
- Issued equipment remains company or client property and must be used only for authorized work purposes.
- Loss, theft, damage, or malfunction must be reported immediately.
- All company property must be returned upon request or at the end of employment.

WEAPONS, RESTRAINTS & USE OF FORCE

- Employees must comply with the Security Services Act, Security Services Regulation, post orders, and company direction.
- No employee may carry prohibited weapons or unauthorized control devices while on duty.
- Physical intervention, if ever required, must be lawful, necessary, proportionate, and reported immediately; when in doubt, disengage and request police assistance.

FITNESS FOR DUTY

- Alcohol, cannabis, illegal drugs, and impairment at work are prohibited.
- Prescription medication that may affect safety or performance must be disclosed where job fitness is affected.
- Smoking and vaping are permitted only in authorized areas and in compliance with site rules.

VEHICLE USE

- Only authorized employees may operate company or assigned patrol vehicles.
- Seatbelt use, lawful driving, and distraction-free operation are mandatory.
- Drivers must complete required inspections and immediately report collisions, tickets, damage, or mechanical issues.

SITE OPERATIONS & REPORT WRITING

Post Orders & Chain of Command

- Employees must read, understand, and follow all post orders, site instructions, and lawful management direction.
- Questions or unclear instructions must be raised through the chain of command.
- Security staff must remain within assigned duties and authority.

Core Duties

- Perform patrols as assigned, including interior, exterior, mobile, and lock-up checks.
- Monitor access points, verify credentials, manage visitor procedures, and maintain key or card control.
- Observe for hazards, safety issues, suspicious activity, trespass, and maintenance concerns.
- Provide visible deterrence and professional customer service.

Incident Response

- Respond calmly and safely to alarms, disturbances, medical events, fire signals, property damage, and emergencies.
- Call 911 or emergency responders without delay where required.
- Notify the client and company supervision according to post orders and escalation protocols.

Notes, Reports & Evidence

- Daily logs, patrol records, and incident reports must be factual, accurate, timely, and legible.
- Record who, what, when, where, and actions taken, avoid guesses, opinions, or inflammatory language.
- Photographs, video, evidence, and found property must be handled only as authorized and documented carefully.

Customer Service

- Treat all persons professionally while maintaining officer safety and site rules.
- Use de-escalation, clear communication, and calm presence whenever possible.

HEALTH, SAFETY & WORKSAFEBC

Shared Safety Responsibilities

- TerraGuard is committed to a healthy and safe workplace and to compliance with WorkSafeBC requirements.
- Workers have the right to know about hazards, the right to participate in safety activities, and the right to refuse unsafe work.
- Employees must work safely, follow training and procedures, use required protective equipment, and report hazards promptly.

Hazard Reporting & Unsafe Work

- Unsafe conditions, near misses, injuries, and security-related hazards must be reported immediately.
- Employees may refuse work they reasonably believe is unsafe, following the company and WorkSafeBC process.
- No retaliation is permited for good-faith safety reporting.

Violence Prevention, Bullying & Harassment

- The company will assess risks of violence associated with security work and client sites.
- Threats, intimidation, harassment, and bullying are prohibited whether from coworkers, clients, or the public.
- Incidents of violence or harassment must be documented and escalated without delay.

Working Alone & First Aid

- Employees working alone or in isolation must follow check-in procedures, communication requirements, and emergency escalation steps.
- Assigned first aid attendants must maintain valid certification.
- All injuries, even minor ones, must be reported as soon as practicable.

General Safety

- Use safe lifting techniques and maintain situational awareness.
- Wear weather-appropriate and task-appropriate gear.
- Do not operate unsafe equipment or vehicles.

PRIVACY, LEGAL COMPLIANCE & INVESTIGATIONS

Privacy & Confidential Information

- Personal information must be collected, used, accessed, and disclosed only for legitimate business or security purposes and only as authorized.
- Employees must protect reports, logs, camera footage, access records, and client information from unauthorized access or disclosure.
- Passwords, keys, and access credentials must be safeguarded at all times.

Legal Authority & Limits

- Security personnel are not police officers and must not represent themselves as having police powers.
- Employees must act within the limits of the law, their licence class, company policy, and site instructions.
- Unauthorized searches, seizures, or detentions are prohibited.
- Trespass-related actions, requests to leave, and any detention or citizen's arrest must be lawful, justified, and immediately reported; when in doubt, disengage and call police.

Investigations, Complaints & Cooperation

- Employees must cooperate honestly in internal investigations, client reviews, audits, and lawful inquiries.
- Complaints from clients, the public, or employees will be reviewed fairly and documented.
- Retaliation against anyone who reports a concern in good faith is prohibited.

Records & Monitoring

- Company devices, systems, and work records may be monitored, reviewed, or audited for operational, legal, or safety reasons, subject to law and policy.
- Employees should have no expectation of privacy in company records beyond legal protections.

TRAINING, DISCIPLINE & EMPLOYEE ACKNOWLEDGEMENT

TRAINING & DEVELOPMENT

- All employees must complete orientation before or at the start of assignment.
- Training may include company policies, post orders, report writing, de-escalation, emergency response, privacy, harassment prevention, violence prevention, vehicle safety, and use of communications equipment.
- Refresher or remedial training may be assigned based on site needs, incidents, or performance.

PERFORMANCE MANAGEMENT & DISCIPLINE

- Performance issues or misconduct may be addressed through coaching, verbal warning, written warning, suspension, reassignment, or termination, depending on severity.
- Serious misconduct may result in immediate removal from site or immediate termination.
- Examples include violence, theft, dishonesty, falsifying records, serious safety breaches, sleeping on duty, insubordination, harassment, impairment, or unauthorized disclosure of confidential information.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received the TerraGuard Security Ltd. Employee Handbook, British Columbia Edition. I understand that I am responsible for reading it, following company policies, and asking questions if I need clarification. I understand that this handbook is a guideline only and does not create a contract of employment.

Employee Name _____

Signature _____

Date _____

Witness / Supervisor _____